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1024 South 286th Place
Federal Way, WA 98003
May 17, 1992
Federal Communications Commission
Office of the Secretary

Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

RE: CC Docket No. 92-90

Dear Sirs:

Recently I decided enough with the unsolicited phone calls that interrupt my quiet time at home as well as clutter my answering machine with some machine directing me to call some other number. So I changed my phone number (again) and have refused to give it to anyone except family and friends. Therefore, I have started to explore the legislative routes available to stop what I consider to be a form of telephone harassment. I called the office of the FCC in Seattle and they said that they would forward any pertinent information to me so I received a copy of Report No. DC-2092.

I would like to thank those who are addressing this issue. I am a single female physician living alone and I pay monthly for an unlisted and unpublished phone number. The hospital can always reach me but I prefer to have tight control over who has my phone number for reasons of serenity (no unscreened calls after a long day), privacy (patients and drug seekers looking for something calling my home), and security (no public access to my number so that someone can't call both the hospital to see if I'm on call and then call my home to identify an empty home as burglary target.) In fact, when I'm cashing a check and I'm asked for a phone number I make one up so that no one can overhear it and it's not written on the check. I refuse to give it to my credit card companies because they sell it to credit report companies and then look out - The phone starts to ring.

I feel strongly that ALL automatic dialers should be banned. I am equally offended by a call from civic, local, or federal government as I am from business. In fact perhaps I'm more offended as that smacks of Big Brotherism. Wherein government feels that it can do something that no one else can do. If I am interested in political issues I may be reached via the US Mail then I may read about the issue and become informed at a convenient time for me - not at the callers convenience. Likewise, if I want to contact a business (that I've had a "business relationship" with) I will contact them when it works into my schedule. There is no reason for them to contact me out of the blue to solicit new business unless I have specifically requested them to keep me informed of new products. Some businesses, when I have called to complain, simply say screen the calls with an answering machine. But, the phone has still rung and interrupted whatever I'm doing. How did we as a society get to the point where it has become someone else's right to interrupt me whenever they feel like it. (If I didn't go to the trouble of having an unpublished phone number I wouldn't be quite as militant about this - but why am I paying for this service and then being subjected to just what I'm trying to avoid?)

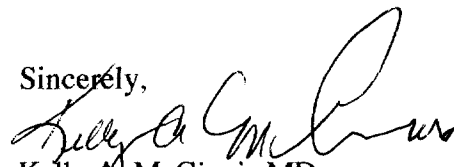
As to the protection mechanisms such as national and regional databases for those of us that object to this - why should I have to register with someone (and give out my phone number to them) for a service I feel I already am paying for with the unpublished number? If somehow all automatic dialers aren't banned then I suppose that a database is the least that can be done. I think that large fines should apply when someone who is such a database is then "inadvertently" called (like \$10,000 per call). I would also like to propose that every telephone solicitation has to start with something like "This is a telephone solicitation we are calling for _____ Company and calling

from the following phone number ____-____-____." That way they would be easily traceable for enforcement of violations. This should be a national standard so that someone can't hide behind calling from one jurisdiction with say more lax restrictions to another with more stringent regulations that protect the consumer.

Another telemarketing tactic that annoys me is when I call a business to place an order (sometimes a long distance toll call rather than an 800 number) and then before I get to speak with any human I'm subjected to listening to some sales pitch for some of the companies services. I would say that as long as I'm waiting for an operator because all lines are busy - that's probably OK. But, why is it that invariably as soon as the pitch is done an operator comes on the line? (I hate to say it because I hate voice mail sorts of things - but if it's an 800 number and they're paying for it they can do what they want.) But, I shouldn't have to pay long distance charges to hear an advertisement.

Now that I've railed against the current system that we have I would ask that you do consider very seriously the consumer who has been at the mercy of technology without restraint and would ask that you make some serious restrictions to prohibit this form of harassment. Thank You .

Sincerely,



Kelly A. McGinnis MD